

INFOGRAM



General Services Administration
Federal Technology Service
Southeast Sunbelt Region

Second Quarter Issue
2003

Customer Spotlight

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FROM BASRA TO BAGHDAD FLYING TIGERS GET THE JOB DONE

By Ed Drohan



43rd Airlift Wing Public Affairs — Carolina Flyer — Pope AFB,
NC — Vol. 7, No. 14 — April 4, 2003

Members of Pope's Flying Tigers — the only active duty A-10
unit in Southwest Asia — are bringing the fight to the enemy as
part of Operation Iraqi Freedom.

A number of the 23rd Fighter Group's A-10s, along with approxi-
mately 275 people, deployed to Southwest Asia at the end of
February to participate in operations there. Since the beginning of
the war, pilots have been flying around the clock to support coal-
ition forces in their fight against the Iraqi military supporting the
regime of Saddam Hussein, with their missions taking them
everywhere from Basra to Baghdad.

The unit has been flying around the clock providing close air sup-
port, air interdiction and combat search and rescue for coalition
forces throughout Iraq, Lt. Col. Richard Turner, 75th Fighter
Squadron commander, said during a telephone interview from his

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FROM BASRA TO BAGHDAD

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deployed base. The Flying Tigers have been working with Army, Navy, Marine Corps and British units.

“We are in 24-hour operations,” Turner said. “These guys are flying every day, day and night. For the last three or four days we’ve been working with the Marines around Basra, not only providing close air support, but helping to shape the battlefield.”

Shaping the battlefield means the pilots help identify Iraqi units and equipment for ground units, and use a variety of weapons to destroy what they can. While the A-10 is uniquely designed to destroy enemy tanks and armored vehicles, Turner said, the pri-

mary target of choice, especially as far as the ground units are concerned, is enemy artillery.

“When it comes to tank versus tank, American tanks are far superior and will usually win,” Turner said.



“With artillery, they sit out there and shoot, and it takes time to find them and take them out. Tanks are a bonus, but they really want us to

get the artillery. It is the same as it was during the Gulf War. The number one target then was artillery.”

While the aircraft are carrying a variety of munitions during their combat missions, Maverick missiles and the 30mm gun are what they use the most.

“We use the gun and the Mavericks for armor, and the bombs are more for the trucks and compounds. Bombs are more area munitions,” Turner said. “But when we do close air support for the Army we don’t want to use bombs because the guys are so close. We do carry a lot of stuff with us, though, to make sure we have the right tools when we get there.”

Randall T. Witty
Assistant Regional Administrator

Ron Holland
Deputy Assistant Regional Administrator

Rosalind B. Fullerton
Director, IT Solutions

Richard S. Drab
Director, Network Services

Kitty Tucker
Infogram Editor

Carolina Ramon-Snead
Graphic Designer

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FROM BASRA TO BAGHDAD

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Another important mission for the A-10s is combat search and rescue. Aircraft and pilots are on constant alert and can quickly launch if help is needed in Iraq.

"We sit on alert and if anything happens we jump in the jet and go," Turner said. "We go out and look for those guys and, if we find them, we protect them if we can."

The search and rescue mission came into play for the Flying Tigers already when an Army

AH-64 Apache helicopter went down in Iraq.

"Unfortunately the two helicopter guys got picked up before we could do any-

thing," Turner said.

Many of the pilots flying Operation Iraqi Freedom missions were also veterans of Operation Enduring Freedom and flew missions over Afghanistan. The two operations are quite different, though.

"In Afghanistan we were looking for pockets of a few people most of time in rough terrain," Turner said. "Here we're looking for groups of artillery and armor. Obviously there's more here than in Afghanistan. You could fly for three months in

Afghanistan and not drop a bomb, but here you don't fly three days without dropping bombs."

While they don't always know what

specific ground units they are working with, some of the pilots have heard familiar voices on their radios.

Several 23rd FG pilots are

assigned to ground units as BALOS, Battalion Air Liaison Officers assigned to ground units who help coordinate air strikes.

"We have guys on the outskirts of Baghdad, and we



recognize their voice," Turner said. "It's a good feeling when we know we can help somebody we know."

Despite the fact that everybody is working 12 or more hours each day, morale at the deployed location is high.

"Our mechanics are doing fantastic work," Turner said. "It's amazing how much work they do to keep the jets flying. They work 12 on and 12 off, and they never complain. They just bust butt and get the job done."



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FEDERAL INFORMATION IN OTHER LANGUAGES



For many Americans, English is their second language—which can make everyday tasks more complicated. Here are two great places to check out:

<http://www.pueblo.gsa.gov/spanish/> and
<http://www.pueblo.gsa.gov/multilanguage/multilang.htm>.

IT SOLUTIONS ACQUISITION EXPERTISE

GSA's experienced contracting officers and technical specialists can help you define what you need and the best ways to get it. With offices located across the country and around the globe federal customers enjoy faster and easier technology deployment from in-place GSA and government-wide contracts, the GSA Schedules, and GSA's experience with the streamlined, performance-based procurement processes. We leverage government demand to save federal customers money. We can also award task orders. Once your solution is in place, GSA helps manage contractor performance, project funding, and invoice payment; and any 8(a) and/or small business credit goes back to you.

RAPID RESPONSE

FTS has solutions to provide a rapid response to your agency's critical requirements. Recent events and the current outlook for the future necessitate that all government agencies reevaluate their missions, functions, and capabilities. Coordinated efforts in mission performance, security, and network survivability are of paramount importance.

How do you ensure continuous, uninterrupted service to your customers?

What areas and processes do you have to examine and improve?

Do they include the following?

- *Solving common computer security problems and receiving related information.*
 - *Coordinating resolution of computer related criminal activity.*
 - *Providing risk assessment and disaster recovery services*
 - *Offering contingency planning and management functions*
 - *Increased sensitivity for travel and collaboration of personnel*
 - *Access to facilities, card entry, and common identification of personnel*
- FTS is concerned with a total security approach to your needs. Our information security acquisition professionals use a comprehensive system of cost-effective*

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RAPID RESPONSE....

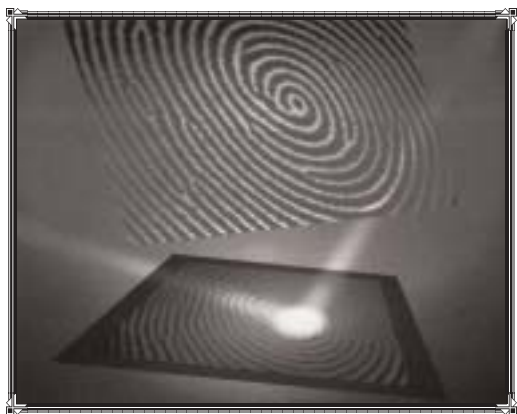
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contract vehicles and service offerings designed for fast response to your most critical information security needs.

FTS is a central government point of contact 24 x 7 x 365 for computer incident recognition/response, reporting, handling and prevention.

Federal agencies have FTS as a partner during periods of major disasters, emergencies, and other critical situations to help ensure IT and Network restoration and proliferation.

Smart cards are available to ensure safe and secure



employee identification, building access, secure access to the Internet, elec-

tronic purchasing, emergency medical information, and more.

FTS IT outsourcing specializes in innovative performance-based desktop and mainframe solutions. Looking for an alternative to travel?

Video conferencing may be just the answer. FTS has your solution.



Need off-site or remote access, ask about our wireless systems solutions. FTS satellite services also provide a wealth of applications, from satellite handheld phones to data and voice over IP transmission functionality.

To learn more about the GSA Federal Technology Service (FTS) and what we can do for you, contact your local FTS representative. You can also call us at

1 888 FTS-6397
(1-888-387-6397).



GSA AWARDS CONNECTIONS CONTRACT

In January of this year, the U.S. General Services Administration (GSA) awarded 17 contracts under the Federal Technology Service's (FTS) Connections Program. The contracts provide telecommunications equipment, support services, and solutions to federal agencies. The award replaces multiple expiring, regional equipment and services contracts and consists of three service categories: equipment and services, support services, and solutions. Equipment and services is comprised of voice, data and video equipment, microwave systems,

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GSA AWARDS CONNECTIONS CONTRACTcontinued from previous page

wire and cable, and installation and maintenance. The support services category offers a variety of technical and professional labor skills. The solutions category includes infrastructure-related requirements using turnkey solutions, integration services, and managed services. The contracts are eight-year multiple award, indefinite delivery, indefinite-quantity (IDIQ) contracts with a base period of three years and five, one-year options. Equipment and services will be offered in the 50 states, District of Columbia, Virgin Islands, Puerto Rico, American Samoa, Guam, Saipan, and the Northern Mariana Islands.

“We are pleased to have assembled an impressive array of industry partners with more than 50% of the awards going to small business,” said FTS Commissioner Sandra Bates. “The wide range of telecommunications equipment and services, combined with flexible packaging options, enables FTS to better support the needs of our customers.” Commissioner Bates added, “The Connections Program focuses on telecommunications infrastructure and the

complex environment of the first and last mile; this award gives customers a choice of industry partners, packaging options, and solutions designed to facilitate the convergence of voice, data, and video solutions in the federal workspace.”

The Connections Program allows customers to order equipment or services for small one-time purchases all the way up to and including complex telecommunications integration services.

Customers can order directly, using the “*Self-Service*” feature of the program, from one of the seventeen industry partners.

Alternatively, customers can obtain value added “*Assisted Service*” and rely on GSA FTS to conduct the procurement. In order to use Connections in the *Self-Service* mode, registration as a Designated Agency Official (DAO) is required. Officials can register to become a DAO online. Should an agency

request *Assisted-Service*, GSA will assume the role of a DAO on an agency’s behalf and take on all of the associated responsibilities to include requirements analysis, Statement of Work development, conducting Fair Opportunity, cost analysis, project and task management, ensuring compliance with both



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GSA AWARDS CONNECTIONS CONTRACT.....

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Federal Acquisition Regulations and contract terms and conditions, verification of funds as well as managing the Task/Delivery Order (e.g. Modifications, Payment, Administrative Reporting).

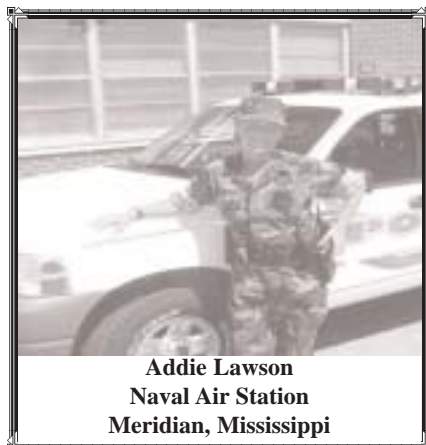
For more information, please visit the Connections Program Website at www.gsa.gov/connections, or Bob Marshall directly at 404-331-1845 or bob.marshall@gsa.gov.



FTS Associate on Active Duty

Addie Lawson of the Network Services Division's

Mobile Office has been on active duty at the Naval Air Station, Meridian,



Mississippi since September 23, 2001. Her job function is Master-at-Arms. The Naval Station trains 65% of all Navy pilots as well as Personnelmen, Yeomen and Storekeepers for the Navy.

Addie sent us a note in which she states, "It is really hard having my life on hold like this, but I have been affiliated with the United States Navy for 25 years, 8 months. I have always felt that I owe my country for my freedom, and this was a way I could show my appreciation. God Bless America, and God Bless everyone at GSA."

Thank you, Addie, for being such a good citizen.

Expanded Services Brings You Telecommunications and Network Services

You want the best communications tools available to do your job effectively and efficiently. Our business is to provide network services that deliver the best value and innovations to support our customers' missions worldwide. We want your business relationship with GSA Network Services Expanded Services, to be both rewarding and successful.

Our purchase process is as easy as 1-2-3. Submit a request for services or equipment, discuss specific needs with one of our specialists and provide us with the appropriate funding document.

We use a variety of contract vehicles to meet your requirements – GSA Schedules, ASP (Aggregated System Procurement), MAA (Metropolitan Area Acquisition), WACS (Wire

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Expanded Services Brings You Telecommunications and Network Services

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and Cable Services), Connections, and acquisitions tailored to your needs.

We help you make the right connection. Your expanded services team leader is Bob Marshall. Contact him at 404-331-1845.



Many Americans have expressed their interest in sending messages to the US Troops in Iraq but they don't know where to go to do this. As you may have heard, to protect our troops, the general public is urged NOT to send unsolicited mail, care packages or donations to deployed service members unless you are a family member, loved one or personal friend. So what can you do to support our troops?

Do what actress and producer Shelley Duvall did, go online to www.FirstGov.gov, the U.S. Government's official web portal to send your greeting. Duvall said, "I just wanted to get a message to our troops to tell them how much I appreciate what they are doing for us all. I couldn't find another place to send this message, so I used FirstGov—it's an excellent service."

FirstGov.gov lists various online government services where you can send a message to the troops, sign a general card of support or even buy a much needed phone card so the troops have an easy way to call their loved ones at home.

These services are featured on the FirstGov.gov home page under the heading, "Help Our Troops and the USA."

Citizens who use FirstGov.gov to support the troops should take the time to look at the broad array of services and information available on the site. Through FirstGov.gov, you can find out how you can reach out to military families in your community, send virtual greetings and

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thanks, or donate calling cards.

FirstGov.gov is the U.S. Government's official Web portal. It connects citizens to over 22,000 federal websites and all of the state government portals as well. Visitors to the site can obtain information, find out about government services and transact business directly online. Currently over 1.3 million visitors come to FirstGov.gov each week.

FirstGov.gov is managed by the U.S. General Services Administration, Office of Citizen Services to provide online government information and services to citizens. You can get your questions answered on FirstGov.gov by e-mail, or if you prefer, call 1-800-FED-INFO (1-800-333-4636).

GSA is a centralized federal procurement and property management agency created by Congress to improve government efficiency and help federal agencies better serve the public. GSA acquires, on behalf of federal agencies, office space, equipment, telecommunications, information technology, supplies and services. GSA comprises 14,000 associates and provides services and solutions for the office operations of more than one million federal workers in 8,300 government-owned and leased buildings in 1,600 U.S. communities.



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<http://r4.gsa.gov/adpcouncil>

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Whom do you Call?

Network Services

Team Leader	Roger Augustin	615-307-3753
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South Carolina

Faye Duffie	Area Manager	803-996-3052
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Asheville, Charlotte, NC; Columbia, SC

Larry Ingram	Area Manager	904-683-8182
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Charleston, SC; Jacksonville, FL; Savannah, GA

North Carolina

Bob Barron	Area Manager	919-269-5237
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Winston Salem, Greensboro, Raleigh, Wilmington, NC

Sandra Meekins	Area Manager	919-541-3100
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Durham, Research Triangle Park; NC

Georgia

Annie Stewart	Area Manager	770-459-6455
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Albany, Athens, Columbus, Macon, Rome, GA & Chattanooga, TN

Bridgett Williams	Area Manager	404-562-0013
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Atlanta, GA, MAA Area

Cecelia Jones	Area Manager	404-331-2136
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Atlanta GA Federal Center (AFC)

Al Hodges	Area Manager	404-562-0016
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Atlanta GA Area Non MAA

Florida

Glenda Tyse	Area Manager	954-893-7700
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Fort Lauderdale, Key West, Orlando, St. Petersburg & Tampa, FL

Phil Jordan	Area Manager	954-983-0346
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Miami, FL, MAA Area

Tennessee

Mickey Lyles	Area Manager	615-644-5491
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Lexington, London, Louisville, KY & Knoxville & Nashville, TN

Alabama

Barbara Dransfield	Area Manager	251-690-2000
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Birmingham, Mobile, Montgomery, AL; Jackson, MS & Tallahassee, FL

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Information Technology Solutions

Army East (GA, NC, SC)

Don Smith-Team Leader	404 331-1430	Dean Martin	850-453-0823
Diana Chadwell	404 331-4860	Rosa Debro	404 331-3604
Gary Johnson	404 331-5122	Barbara Tarantine	404 331-1446
Fletcher Williams	850 689-1284	Markee Lane	404 331-1846
Laura De Pasquale	404 331-1340	Caroline Flowers	404 730-3713
Mitchell Thomas	404 331-3175		

Army West (AL, FL, TN, MS, KY)

Pam Henderson-Team Leader	256 895-3139	Kevin Metcalf	954 570-1074
Linda Fox	256 859-3218	Laura Rock	256-895-3278
Ron Missildine	256 895-3306	Jim Hartz	941-518-4947
Josie Davis	256-895-5092		

Civilian Agencies

Donna Rounds -Team Leader	404 331-7837	Bob Spratling	404 331-7840
Barb Nystedt	404 331-1145	Wanda Jenkins	404 331-1343

Navy

JoAnn Cox-Team Leader	904 529-7579	Peggy Braxton	850 432-5164
Jennifer Foster	404 331-2822	Timothy Johnson	901 874-5492
Jim Kiesling	850 432-5587		

Air Force

Vickie Gassman-Team Leader	404 331-5687	Don Rasnake	404 331-2201
Teresa Harris	404 331-7838	Ginny Johnson	727 869-4379
Angie Rogero	404 331-0234		

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Agency Name: _____

Address: _____

Zip _____

To change or delete address for "Infogram"

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To: _____

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